

Provider Communication

Subject:	New Contact Us Field Representative Option	Priority:	High
Date:	March 8, 2010	Message ID:	ACSBNR03082010_1

Dear Providers,

The GHP Web Portal's Contact Us feature has been enhanced to allow greater access to your ACS Provider Field Representatives. A new 'Field Representative' option has been added to the Inquiry Category drop-down field to allow you elect to have a field representative handle your Contact Us inquiry. In addition, a new 'Inquiry Assignment' drop-down field has been added to allow you to select the appropriate field representative for your territory. Your field representative will respond to your inquiry within five (5) business days.

Please note that the individual field representative e-mail boxes (fieldrep01@acs-inc.com, fieldrep02@acs-inc.com, etc.) will be available for 30 days. After the 30 day transition period has expired, the individual field representative e-mail boxes will be discontinued. Providers will need to use the Contact Us feature to contact their field representatives directly.

Remember, your field representative is best suited to handle more complex or time-intensive research inquiries. These types of issues are generally related to a large number of denials, a need for onsite training for new practice employees or refreshers for existing office staff and assistance with training for specific categories of service.

ACS is committed to constantly improving service and communications with the Georgia Medicaid provider community.